

PRESIDIO OF MONTEREY'S PROCEDURE FOR COMMUNICATION

Procedure: The Presidio of Monterey's Procedure for Communication			
Document Owner: EMS Management Representative, Plans, Analysis, and Integration Office (PAIO) – The Presidio of Monterey (POM)		Review: EQCC	
		Date: 14 Dec 05	
Update Requirements: The Presidio of Monterey's EMS Management Representative shall maintain this procedure and review it annually. This document and its revisions shall remain current for no more than one year from the effective date. The EMS Management Representative must maintain a log of document history with this procedure.			
Revision Information			
Status	Revision	Effective Date	Revision Summary
Baseline Procedure	1.0		None

A. PURPOSE

- 1) To establish the methods used to communicate information regarding the EMS and significant environmental aspects of activities and services at US Army Presidio of Monterey at various levels and functions throughout the organization and with the surrounding community.

B. SCOPE

- 1) This procedure is written to address the criteria established by Section 4.4.3 of ISO 14001:2004.

C. DEFINITIONS

D. PROCEDURE

1) Environmental Policy

- a. The purpose of communicating POM's environmental policy is to ensure that all employees, contractors and any interested parties are aware of the installation's commitment to preventing pollution and protecting the environment.

- b.** The environmental policy will be made available to the public upon request and will be posted on POM's website.
- c.** New employees and students will be issued a copy of POM's EMS brochure, which includes the environmental policy, information on objectives and targets and ways to get involved with the EMS, in the in-processing package.

2) Internal Communication

- a.** An annual training will be conducted in accordance with the Competence and General Awareness Training procedure (POM-EMS-PR-4.4.2) to ensure employees are aware of the significant environmental aspects and impacts associated with their job(s). Information related to significant environmental aspects and impacts of a particular task, including any changes to existing significant environmental aspects, is posted near work areas.
- b.** Various methods are used to ensure employees are aware of their Directorate's environmental objectives and targets and the associated Environmental Management Programs (EMPs). These may include POM's EMS brochure, bulletin board postings, newsletter articles and/or website.
- c.** The EQCC is notified of issues with POM's EMS via electronic mail, during quarterly meetings, or by other means.

3) External Communication

- a.** The Public Affairs Office (PAO) reviews and responds to external communications associated with POM's EMS and significant environmental aspects. The PAO copies other personnel on the response as appropriate.
- b.** The POM Environmental Policy is made available (via PAO) to external parties upon request and is posted on POM's website.
- c.** The EQCC decides what type of information will be shared with external parties, and the EMSMR documents this decision. This documentation is maintained in accordance with POM-EMS-PR-4.5.4 (Control of Records Procedure).
- d.** Records of all community relations and communications activities are kept in accordance with POM-EMS-PR-4.5.4 (Control of Records Procedure). Records are prepared on the External Environmental Communication Log (POM-EMS-PR-4.4.3A) and should include the following:
 - i.** Date the complaint was received or contact was initiated
 - ii.** Name of the person filing the complaint or initiating contact
 - iii.** Nature of the complaint or contact
 - iv.** Date of follow-up
 - v.** Names of other POM personnel contacted or copied on the correspondence

- vi.** Response provided or corrective action taken, if any
- e.** Records of communications with external parties are provided to the EQCC for review in the management review process.
- f.** Records of external communications are reviewed as described in POM-EMS-PR-012 (Management Review Procedure) and determination is made as to any further action that may be warranted.

E. RESPONSIBILITIES

1) EMS Management Representative (EMSMR)

- a.** Ensures that the POM environmental policy is made available to the public, students, POM employees, and contractors as outlined in section D of this procedure.
- b. Internal Communication**
 - i.** Ensures that annual training is made available to provide POM employees with information related to the significant environmental aspects of their duties.
 - ii.** Ensures employees are aware of their Directorate's environmental objectives and targets, associated Environmental Management Plans (EMPs) and results as outlined in Section D.2.b of this procedure.
 - iii.** Communicates with the Environmental Quality Control Committee (EQCC) via electronic mail or other means when new environmental issues arise.
- c. External Communication**
 - i.** Reviews and responds to external communications and/or complaints associated with POM's EMS and significant environmental aspects. Generally, communication will be directed through the PAO. Copies of communication will be directed to personnel regarding the response as appropriate.
 - ii.** Ensures that POM's environmental policy is made available to external parties upon request.
 - iii.** Documents the EQCC's decision on what EMS information will be made available to external parties. Maintains this documentation in accordance with POM-EMS-PR-4.5.4 (Control of Records Procedure).
 - iv.** Documents and coordinates inquiries and requests from external parties. Maintains records of these inquiries and requests in accordance with POM-EMS-PR-4.5.4 (Control of Records Procedure). Records are prepared on the External Environmental Communication Log (POM-EMS-PR-4.4.3A.)

v. Provides records of external communications to the EQCC for consideration in the management review process.

2) Environmental Quality Control Committee (EQCC)

- a.** Decides what types of EMS information will be shared with external parties.
- b.** Reviews information on communications from external parties as part of the management review process described in POM-EMS-PR-4.6 (Management Review Procedure) and determines if further action is warranted.

F. ATTACHMENTS

- 1)** External Environmental Communication Log (POM-EMS-PR-4.4.3A)

Attachment A: External EMS Communication Log

Date of complaint/contact: _____

Name(s) and contact information of person(s) or group(s) filing complaint or initiating contact:

Nature of complaint or contact:

Date of follow-up: _____

Description of response provided or corrective action taken, if any (use additional sheets, if necessary):

Name(s) and department(s) of POM & OMC personnel contacted or copied on correspondence:

Signature verifying information contained herein:

EMS Management Representative

Date: